

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

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Contracted Services

INTRODUCTION

Centrex is a Pacific Bell term for their central office based switching service that serves a group of station users within a common geographical boundary. Centrex is also a generally used term to refer to any local phone company that owns and provides a local telephone transmission service that is leased by the customer on a per-line basis. Centrex service permits direct inward and outward dialing and offers a variety of other features, such as three-way calling, call transfer, consultation and conferencing. GTE's local central office based service is called CentraNet. The TD, which calls its local central office based service CALDEX, negotiated a special contract with Pacific Bell and General Telephone of California (GTEC) to provide these services to the state at reduced rates.

BENEFITS OF CENTREX, CENTRANET AND CALDEX

Flexibility — The addition, deletion or reconfiguration of its telephone features has minimal impact on its service users.

Expandable — The size of the system may be expanded to meet any unplanned changes of state government.

Reliability — With 100 percent redundancy in the service equipment and complete backup power, this service is unaffected by commercial power problems.

Availability

There are two types of Centrex/CentraNet service available to state agencies.

DEPARTMENT OF GENERAL SERVICES (DGS) CONSOLIDATED CENTREX/CENTRANET

This contracted service is available statewide to state, county, city and other eligible local government entities within common geographic areas. The TD is the customer of record for these systems and manages the service on behalf of the agencies served. CALNET is the long distance carrier via either dedicated or switched (dial 1) access. Currently, DGS Consolidated systems exist in most major metropolitan areas throughout California. Contact CALNET Client Services to verify availability.

STAND ALONE CENTREX/CENTRANET

This contracted service is available statewide to state, county, city and other eligible local government entities. Stand Alone Centrex/CentraNet refers to service provided by the local utility on an agency by agency basis. When the agency is not within the geographical area of a DGS Consolidated Centrex/CentraNet or CALDEX system, they may still subscribe to Centrex/CentraNet service under the state's master contracts with Pacific Bell and GTEC. Access to CALNET can be provided on either a dedicated or switched (dial 1) basis. CALNET Engineering will determine the most cost effective method based on traffic volumes.

Rates

PACIFIC BELL CENTREX CONTRACT

Pacific Bell includes a number of custom calling Centrex features in the basic line rate at no additional charge. There is a \$14.65 monthly charge per line that includes the federally mandated end user common line charge. There is a \$60 nonrecurring installation charge per line and some limitations and conditions apply. Other optional features are available at tariffed rates. For more information on the Centrex contract and associated rates, contact the local Pacific Bell representative.

GTEC CENTRANET CONTRACT

GTEC's CentraNet service offers three feature package options. The monthly charge per line for Packages 1000, 2000 and 3000 are as follows: \$10.75, \$11.75 and \$12.50. The federally mandated end user common line charge is not included in these charges. The nonrecurring installation charge for all three packages is dependent on the prevailing tariff. For more information on the feature packages, contact the local GTEC representative.

Ordering Procedures

DGS CONSOLIDATED CENTREX/CENTRANET

State agencies requesting service from a DGS Consolidated Centrex/CentraNet system may submit a STD. 20 form directly to the applicable Local Exchange Carrier (LEC). For CentraNet orders, write the CentraNet contract number CA92066E on the STD. 20 form. See ***Chapter 0799.0, Telecommunications Systems & Services Forms Index***. In addition, after new telephone numbers have been assigned, complete the TD-908 CALNET Billing Master Update form and send it to the TD, Program Management and Administration, CALNET Accounts Administration. See ***Chapter 0999.0, Billing for TD Services Forms Index***.

STAND ALONE CENTREX/CENTRANET

Requests to use the state's master contracts for Stand Alone Centrex/CentraNet systems should be submitted to the TD, Program Management & Administration on a STD 20 form.

See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.